SCINet
TROUBLE REPORTING and
TURN-UP ASSIST
PROCEDURES

Updated: May 22, 2003

Trouble Reporting Index

Section 1

Frame Relay
Trouble Reporting Procedures

Frame Relay Trouble Reporting Procedures

1.   These procedures assume that you have already tested your premise equipment and determined that it is actually a circuit problem.

2.   Collect the following information before calling the SPOC:
   - Complete circuit Identifier
   - Circuit Speed
   - Person reporting the trouble
   - Email Address
   - Address of the location having the trouble
   - On-Site contact name and phone number
   - Access hours
   - Trouble description

3.   Please provide the following information if available:
   - DLCI or VPI/VCI
   - End to End Mapping
   - How the trouble is effecting your network
   - Router Type and Model Number

4.   To report the problem, call the SPOC at **1-888-864-7226** or **1-803-252-4462.**

IMPORTANT NOTES

   - Always acquire and retain a ticket number from the SPOC on any trouble report.
   - The SPOC will call back with resolution to close the ticket.
   - See attached form for Escalation Procedures and Numbers.
   - SPOC updates will be based on trouble priority level (see below)

Priority Levels

Priority One is the highest priority level, this classification indicates a loss, or serious impairment to service that cannot be circumvented. Examples; circuit outages, high error rates, sync losses, and loss of service affecting greater than or equal to 50% of total service. The customer should receive hourly statuses.

Priority Two indicates a non-service impairment or one that can be circumvented. Example; A location with less than 50% total service affected. The customer should receive statuses every two hours.

Priority Three "Test Assist" makes a test assist or a monitoring type request for a circuit that is not "down hard". The SPOC will perform the normal diagnostic process than if necessary open an INFO ticket with BellSouth. Testing between the BellSouth Tester and the customer will be coordinated through an SPOC analyst.

ESCALATION PROCEDURES

When the normal trouble repair process does not meet your needs, please use the following escalation procedures:

1-   Call the NCC Manager and identify yourself and the trouble about which you are inquiring (trouble ticket number).

2-   Explain the steps that have been taken.   The manager will be able to discuss the status of your trouble report and provide you with additional information regarding completion of the repair.

3-   At any time you are not satisfied with the progress, escalate to the next level.

ESCALATION LIST

1st Level Escalation
Richard Horton (NCC Manager)
(803) 726-4037
Cell: (803) 609-4175

2nd Level Escalation
Billy Solomon (Engineering Manager)
(803) 726-4082
Cell: (803) 609-4126

3rd Level Escalation
Teena Frazer (Government Account Manager)
(803) 726-4025
Cell: (803) 609-4108

4th Level Escalation
W.J. Jordan (Executive Vice President)
(803) 726-4001
Cell: (803) 360-7122

Section 2

ATM
Trouble Reporting Procedures

ATM Trouble Reporting Procedures

1. These procedures assume that you have already tested your premise equipment and determined that it is actually a circuit problem.

2. Collect the following information before calling the SPOC:
   - Complete circuit Identifier
   - Circuit Speed
   - Person reporting the trouble
   - Email Address
   - Address of the location having the trouble
   - On-Site contact name and phone number
   - Access hours
   - Trouble description

3. Please provide the following information if available:
   - DLCI or VPI/VCI
   - End to End Mapping
   - How the trouble is effecting your network

4. To report the problem, call the SPOC at **1-888-864-7226** or **1-803-252-4462.**

IMPORTANT NOTES

   - Always acquire and retain a ticket number from the SPOC on any trouble report.
   - The SPOC will call back with resolution to close the ticket.
   - See attached form for Escalation Procedures and Numbers.
   - SPOC updates will be based on trouble priority level (see below)

Priority Levels

Priority One is the highest priority level, this classification indicates a loss, or serious impairment to service that cannot be circumvented. Examples; circuit outages, high error rates, sync losses, and loss of service affecting greater than or equal to 50% of total service. The customer should receive hourly statuses.

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ESCALATION PROCEDURES

When the normal trouble repair process does not meet your needs, please use the following escalation procedures:

1. Call the NCC Manager and identify yourself and the trouble about which you are inquiring (trouble ticket number).

2. Explain the steps that have been taken.   The manager will be able to discuss the status of your trouble report and provide you with additional information regarding completion of the repair.

3. At any time you are not satisfied with the progress, escalate to the next level.

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4th Level Escalation
W.J. Jordan (Executive Vice President)
(803) 726-4001
Cell: (803) 360-7122

Section 3

SCNet Private Line and BellSouth Synchronet Trouble Reporting Procedures

SCNet Private Line and BellSouth Synchronet Trouble Reporting Procedures

1. These procedures assume that you have already tested your premise equipment and determined that it is actually a circuit problem.

2. Collect the following information before calling the SPOC:
   - Complete circuit Identifier
   - Circuit Speed
   - Person reporting the trouble
   - Email Address
   - Address of the location having the trouble
   - On-Site contact name and phone number
   - Access hours
   - Trouble description

3. To report the problem, call the SPOC at **1-888-864-7226** or **1-803-252-4462.**

IMPORTANT NOTES

- Always acquire and retain a ticket number from the SPOC on any trouble report.
- The SPOC will call back with resolution to close the ticket.
- See attached form for Escalation Procedures and Numbers.
- SPOC updates will be based on trouble priority level (see below)

Priority Levels

Priority One is the highest priority level, this classification indicates a loss, or serious impairment to service that cannot be circumvented. Examples; circuit outages, high error rates, sync losses, and loss of service affecting greater than or equal to 50% of total service. The customer should receive hourly statuses.

Priority Two indicates a non-service impairment or one that can be circumvented. Example; A location with less than 50% total service affected. The customer should receive statuses every two hours.

Priority Three "Test Assist" makes a test assist or a monitoring type request for a circuit that is not "down hard". The SPOC will perform the normal diagnostic process than if necessary open an INFO ticket with BellSouth. Testing between the BellSouth Tester and the customer will be coordinated through an SPOC analyst.

ESCALATION PROCEDURES

When the normal trouble repair process does not meet your needs, please use the following escalation procedures:

1. Call the NCC Manager and identify yourself and the trouble about which you are inquiring (trouble ticket number).

2. Explain the steps that have been taken.   The manager will be able to discuss the status of your trouble report and provide you with additional information regarding completion of the repair.

3. At any time you are not satisfied with the progress, escalate to the next level.

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Cell: (803) 609-4108

4th Level Escalation
W.J. Jordan (Executive Vice President)
(803) 726-4001
Cell: (803) 360-7122

Section 4

MegaLink
Trouble Reporting Procedures

MegaLink Trouble Reporting Procedures

1. These procedures assume that you have already tested your premise equipment and determined that it is actually a circuit problem.

2. Collect the following information before calling the SPOC:
   - Complete circuit Identifier
   - Person reporting the trouble
   - Email Address
   - Address of the location having the trouble
   - On-Site contact name and phone number
   - Access hours
   - Trouble description

3. Please provide the following information if available:
   - End to End Mapping
   - How the trouble is effecting your network
4. To report the problem, call the SPOC at **1-888-864-7226** or **1-803-252-4462.**

IMPORTANT NOTES

- Always acquire and retain a ticket number from the SPOC on any trouble report.
- The SPOC will call back with resolution to close the ticket.
- See attached form for Escalation Procedures and Numbers.
- SPOC updates will be based on trouble priority level (see below)

Priority Levels

Priority One is the highest priority level, this classification indicates a loss, or serious impairment to service that cannot be circumvented. Examples; circuit outages, high error rates, sync losses, and loss of service affecting greater than or equal to 50% of total service. The customer should receive hourly statuses.

Priority Two indicates a non-service impairment or one that can be circumvented. Example; A location with less than 50% total service affected. The customer should receive statuses every two hours.

Priority Three "Test Assist" makes a test assist or a monitoring type request for a circuit that is not "down hard". The SPOC will perform the normal diagnostic process than if necessary open an INFO ticket with BellSouth. Testing between the BellSouth Tester and the customer will be coordinated through an SPOC analyst.

ESCALATION PROCEDURES

When the normal trouble repair process does not meet your needs, please use the following escalation procedures:

1. Call the NCC Manager and identify yourself and the trouble about which you are inquiring (trouble ticket number).

2. Explain the steps that have been taken.   The manager will be able to discuss the status of your trouble report and provide you with additional information regarding completion of the repair.

3. At any time you are not satisfied with the progress, escalate to the next level.

ESCALATION LIST

1st Level Escalation
Richard Horton (NCC Manager)
(803) 726-4037
Cell: (803) 609-4175

2nd Level Escalation
Billy Solomon (Engineering Manager)
(803) 726-4082
Cell: (803) 609-4126

3rd Level Escalation
Teena Frazer (Government Account Manager)
(803) 726-4025
Cell: (803) 609-4108

4th Level Escalation
W.J. Jordan (Executive Vice President)
(803) 726-4001
Cell: (803) 360-7122

Section 5

BellSouth Video Conferencing
Trouble Reporting Procedures

BellSouth Video Conferencing Center
Customer Contact and Escalation List

Telephone Number: 1-800-777-8805   **Fax: 1-800-362-9137**

Normal Hours of Operation:

Monday – Friday   06:00 AM – 10:00 PM

Saturday   Coverage as needed for scheduled conferences
All Other Times   Coverage as needed for scheduled conferences

*NOTE: **BVCC Managers are in the center Monday – Friday.
06:00 AM – 06:00 PM**

Please use the following procedure for an initial call or to obtain a status:

1. Call the Video Center directly at 1-800-777-8805 and listen to the voice prompts:
    - Scheduling: Press 1
    - Trouble Reporting/Customer Support: Press 2
    - Provisioning/Implementations: Press 3
2. BVCC Technicians will automatically escalate issues as needed to appropriate level within BVCC, as appropriate for the matter at hand.
3. If, at any time, you feel that your issue is not being addressed to your satisfaction, please ask to speak to a supervisor.
4. After normal hours of operation, non-technical personnel answer calls to the BVCC and immediately page the Duty Manger or other BVCC manager as appropriate. The Duty Manager will return your call and assist with your issue.

BellSouth Video Conferencing Center – Managers	

- Floor Supervisor:
  o Supervises technicians responsible for monitoring and maintenance.
  o Escalation point for general issues relating to open troubles or follow up issues/tests.
	Larry Howell – Primary Contact:
	(704) 344-2599 - Office
	(800) 862-0399 (17219558) - Pager
	lhowell2 - Interactive Pager ID

- Technical Support: o Responsible for "health and well being" of MCU and related videoconference resources.	Jim Shotwell – Primary Contact: (704) 344-7489 - Office (800) 862-0399 (17219551) - Pager jshotwell - Interactive Pager ID Hank Draddy – Secondary Contact (704) 344-7472 - Office (800) 862-0399 (17219553) - Pager hdraddy - Interactive Pager ID

- Scheduler Management/Maintenance
  o Responsible for "health and well being" of the scheduler platform.
  o Provides technical support related to scheduler platform.
  o Escalation point for scheduler related issues/outages/troubles.
	Robert Lingenfelter – Primary Contact:
	(704) 344-7475 - Office
	(800) 862-0399 (17219554) - Pager
	rlingenfelter - Interactive Pager ID
	
	Steve Vance – Secondary Contact:
	(704) 344-2591 - Office
	(800) 862-0399 (17270058) - Pager
	svance1 - Interactive Pager ID

- Provisioning/Billing Manager:
  o Manages the implementation process for all sites. Manages provisioning technicians.
  o Escalation point for issues related to pending site installations if the assigned provisioning technician is not available.
	Larry Howell – Primary Contact:
	(704) 344-2599 - Office
	(800) 862-0399 (17219558) - Pager
	lhowell2 - Interactive Pager ID
	
	Call BVCC Toll Free at (800) 777-8805, Option 3 for general provisioning questions.

BellSouth Video Conferencing Center – Managers (cont.)	

- Project Management/Customer Liaison
   o Responsible for large projects
   o Customer contact for general issues for questions/issues related to service, services issues and any other issues related to customer support.
   o Initial customer contact for issues where obvious escalation point is unknown.
   o Provides interface between both internal and external organizations and the BVCC.
	Hal Groce
	(704) 344-2589 - Office
	(800) 862-0399 (17219552) - Pager
	hgroce2 - Interactive Pager ID

- Center Staff Support:
   o Manages process of monthly results tracking and analysis; includes distribution of monthly Quality Assurance Report.
   o Provides staff support and analysis to general projects and center operations.
	Jim Gandy
	(704) 344-7469 - Office
	(800) 862-0399 (17219555) - Pager
	jgandy1 - Interactive Pager ID

BVCC Manager: Chris Wood
                          Office: (704) 344-7460
                          Pager: (877) 310-5979 (17094091
                          Interactive Pager ID: cwood5

*Paging Instructions:

1. Call the Message Center (800) 862-0399.
2. At the initial prompt enter the manager's PIN number.
3. Select option 1 and enter the phone number you want to send.
4. Select your choice of reply method from the next menu prompt.
   a. If you selected "hold responses" in step 4, call the Message Center when you want to check for a reply.

   - To send text message to manager's pagers via e-mail, add "@imcingular.com" to the end of the manager's Interactive Pager ID. For example, **hgroce2@imcingular.com**.

Section 6

MPEG Video
Trouble Reporting Procedures

MPEG Video Trouble Reporting Procedures

5.   These procedures assume that you have already tested your premise equipment and determined that it is actually a circuit problem.

6.   Collect the following information before calling the SPOC:
- Complete circuit Identifier
- Circuit Speed
- Person reporting the trouble
- Email Address
- Address of the location having the trouble
- On-Site contact name and phone number
- Access hours
- Trouble description

7.   Please provide the following information if available:
- DLCI or VPI/VCI
- End to End Mapping
- How the trouble is effecting your network

8.   To report the problem, call the SPOC at **1-888-864-7226** or **1-803-252-4462.**
IMPORTANT NOTES

- Always acquire and retain a ticket number from the SPOC on any trouble report.
- The SPOC will call back with resolution to close the ticket.
- See attached form for Escalation Procedures and Numbers.
- SPOC updates will be based on trouble priority level (see below)

Priority Levels

Priority One is the highest priority level, this classification indicates a loss, or serious impairment to service that cannot be circumvented. Examples; circuit outages, high error rates, sync losses, and loss of service affecting greater than or equal to 50% of total service. The customer should receive hourly statuses.

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Priority Three "Test Assist" makes a test assist or a monitoring type request for a circuit that is not "down hard". The SPOC will perform the normal diagnostic process than if necessary open an INFO ticket with BellSouth. Testing between the BellSouth Tester and the customer will be coordinated through an SPOC analyst.

ESCALATION PROCEDURES

When the normal trouble repair process does not meet your needs, please use the following escalation procedures:

4- Call the NCC Manager and identify yourself and the trouble about which you are inquiring (trouble ticket number).

5- Explain the steps that have been taken. The manager will be able to discuss the status of your trouble report and provide you with additional information regarding completion of the repair.

6- At any time you are not satisfied with the progress, escalate to the next level.

ESCALATION LIST

1st Level Escalation
Richard Horton (NCC Manager)
(803) 726-4037
Cell: (803) 609-4175

2nd Level Escalation
Billy Solomon (Engineering Manager)
(803) 726-4082
Cell: (803) 609-4126

3rd Level Escalation
Teena Frazer (Government Account Manager)
(803) 726-4025
Cell: (803) 609-4108

4th Level Escalation
W.J. Jordan (Executive Vice President)
(803) 726-4001
Cell: (803) 360-7122

Section 7

MetroNet and OIR
Provided Internet
Trouble Reporting Procedures

Division of the State Chief Information Officer
Trouble Reporting and Escalation List

Point of Contact
CIO Help Desk: 800-922-1367
Columbia Local: 803-896-0001

Initial Contact

TELCO
CIO Help Desk
Office: 803-896-0001
(24 hours)

DATA (8-5 M-F)
Rick Daves
Office: 803-896-0383
Pager: 803-654-3695

Roscoe Douberly
Office: 803-896-0382
Pager: 803-654-0472

1st Level Escalation
CIO Router Technician
See On-Call List (after 5PM M-F) (Sat-Sun)

2nd Level Escalation
Charlie Zeberlein (Network Integration Manager)
Office: 803-896-0381
Pager: 803-654-3623

3rd Level Escalation
Kevin Owens (Operations Manager)
Office: 803-896-0417
Pager: 803-954-3130

4th Level Escalation
Kyle Herron (Director - Network Services)
Office: 803-896-0412
Pager: 803-654-4696

MetroNet Escalation Procedures

Escalation Time Line

A. Level 1:

1.   Person receives call and proceeds with basic troubleshooting procedures, resolves problem, closes ticket, informs agency customer.

2.   Unable to resolve problem within 1 hour escalate to the next appropriate escalation list level, informs agency customer.

B. Level 2:

1.   Technician reviews information provided by Level 1 personnel and completes additional troubleshooting to rectify the problem. Technician resolves problem, closes ticket and informs Level 1 personnel who in turn informs the agency customer.

2.   When unable to solve the problem within a 4 hour time frame the technician will escalate problem to the next appropriate escalation list level, informs agency customer.

C. Level 3:

1.   When the level 2 technician is unable to resolve problem through normal procedures after 12 hours: That person at this time will contact the next level individual on the appropriate escalation list, informs agency customer.

D. Level 4:

1. The supervisor will evaluate the situation at this time and take the appropriate action to resolve the issue through other technical or supervisor channels. Supervisor resolves the issue and informs the agency customer.

Division of the State Chief Information Officer Escalation Procedures

Escalation Time Line

A. Level 1:

CIO Help Desk Agent receives notification and proceeds with basic troubleshooting procedures. If resolves the problem, closes ticket and informs agency contact.

If unable to resolve problem within one (1) hour, escalates to the next designated person and informs agency contact.

B. Level 2:

Technician reviews information provided by Tier 1 Agent and completes additional troubleshooting to attempt to rectify the problem. If Technician resolves problem, closes ticket and informs Level 1 Agent who in turn informs the agency contact.

If unable to solve the problem within a four (4) hour time frame the technician will escalate problem to the next designated person and informs agency contact.

C. Level 3:

If the Tier 2 technician is unable to resolve the problem through normal procedures after twelve (12) hours; that person will then contact the next level designated person and inform agency contact.

D. Level 4:

The supervisor will evaluate the situation at this time and take the appropriate action(s) to resolve the issue through other technical or organizational channels. Supervisor resolves the issue and informs the agency contact.

Division of the State Chief Information Officer
Trouble Reporting and Escalation List

Initial Contact

CIO Help Desk: (800) 922-1367
Columbia Local: (803) 896-0001
(24 Hours)

1st Level Escalation

Charlie Seastrunk (Infrastructure Planning and Homeland Security Manager)
Cell: 513-7680
Office: 898-8121
Pager: 771-1979
Home: 699-5799

Escalation List When Charlie Seastrunk is Unavailable

Barry Sanford (Cable Planning & Design)
Cell: 513-1539
Office: 898-8172
Pager: 954-6905
Home: 803-534-1581

Ralph Ayers (Cable Planning & Design)
Cell: 513-1540
Office: 898-8128
Pager: 690-7444
Home: 803-808-9722

Lowell Hopkins (Cable Planning & Design)
Cell: 513-1338
Office: 898-8177
Pager: 690-5383
Home: 803-772-1500

2nd Level Escalation

Kyle Herron (Director - Network Services)
Office: 803-896-0412
Pager: 803-654-4696

3rd Level Escalation

Tom Fletcher (Deputy Director)
Office: 803-896-0404
Pager: 803-561-5689

Section 8

SCNet Turn-Up Assist Procedures

Frame Relay / ATM
Turn-Up Assist Procedures

The SCNet Network Control Center (NCC) has implemented the following process to assist you in activating new Frame Relay and ATM service.

Please call the Network Control Center 24 hours in advance to schedule the activation of your service. This enables our center to verify:

- Circuit Design and Engineering
- Logical and Switch Port Assignments
- Virtual Circuit Translations
- End-to-End Continuity Test

When calling to schedule the activation of your service, please have the following information:

- SCNet Circuit Identifier
- Contact Name and Number

The Network Control Center will give you a ticket number. Please have this available when You call back to the work center.

Hours of Operations for Service Activation:

Monday-Friday 8:00 a.m. – 5:00 p.m. EST

Turn-Up Assist Number:

1-888-864-7226 or 1-803-252-4622

Escalation Procedures:

When the normal Turn-Up assist process does not meet your needs, please use the following escalation procedures:

7- Call the NCC Manager and identify yourself and the turn-up assist which you are inquiring (ticket number).

8- Explain the steps that have been taken. The manager will be able to discuss the status of your turn-up assist and provide you with additional information regarding completion of the activation.

At any time you are not satisfied with the progress, escalate to the next level.

1st *Level Escalation*
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2nd *Level Escalation*
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3rd *Level Escalation*
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4th *Level Escalation*
W.J. Jordan (Executive Vice President)
(803) 726-4001
Cell: (803) 360-7122

Section 9

BellSouth Turn-Up Assist Procedures

⊕ BELLSOUTH

Data Customer Support Center's Service Activation Procedure for South Carolina State Government

A service activation request or "turn up assist" is defined as a situation where a circuit has already been installed (ie; the due date is passed & the BellSouth order has completed) but there has never been any CPE terminated on the circuit AND/OR no data has traversed the PVC(s) associated with the circuit. Assistance regarding "true" provisioning issues (ie; circuits where the order has NOT been completed) should be referred through your normal provisioning channels.

The Data Customer Support Center (DCSC) has implemented the following process to assist you in turning up your Frame Relay, ATM, and CDS service.

Call **1-800-727-5624**. This number will take you to the Business Repair Center (BRC) to input a ticket for Turn-up Assistance. Your ticket is placed in Que for the next available Technician. All tickets are selected on First Come – First Serve basis. Response times may vary depending on workload.

Please be sure to advise the BRC representative that your request is for Turn-up Assist service on a **new** circuit. The BRC representative will give you a ticket number. Please make a note of this ticket number for future reference.

When calling to request the activation of your service, please have the following information:

- BellSouth Circuit Identifiers
- Contact name and number

I.   Verification of Service
The DCSC is hoping to avoid any delays that might occur while activating your service. Therefore, your circuit is pre-tested and the following items verified before receiving a call back from the Turn-up Assist Group (TAG) technician:

- Circuit Design and Engineering.
- Logical and Port Switch Assignments.
- Virtual Circuit Translations.
- End to End Continuity Test.

II.   Hours of Operation for Service Activation
- Monday-Friday 9:00 a.m. - 6:00 p.m. EST

III.   Turn-up Assist Status / Escalations
- You may receive turn-up assist status on your circuit by calling 1-800-256-6923 opt #1 and then opt #1 again.
- This number may also be used for service escalations, which can be requested in 2-hour increments after Turn-up Assist ticket was inputted by the BRC.
- Please note this number is for statuses and escalations only.

Background: In order to maximize customer satisfaction when working with DCSC TAG Technicians the following escalation procedures are implemented **in the order listed**:

Level 1: DCSC   Turn-up Assist Group (TAG)   1 800-256-6923

Level 2: DCSC TAG First Level Supervisor (Jerry Reed)   678-406-5516

Level 3: DCSC Provisioning Manager (Debra Bowen)   678-406-5500

The DCSC will respond in accordance with the above structure from Monday – Friday, 9 am to 6 pm.
Please allow a **2 - hour increment between escalations**.

Appendix A

SCNet and BellSouth Account Teams

STATE GOVERNMENT
ACCOUNT TEAM

Teena F. Frazer
Government Account Manager
Office: (803) 726-4025
Mobile: (803) 609-4108
Email: teena.frazer@spirittelecom.com

Nancy Lowder
Government Account Executive
Office: (803) 726-4009
Mobile: (803) 983-9749
Email: nancy.lowder@spirittelecom.com

Lynn G. Fralick
Government Account Executive
Office: (803) 726-4028
Mobile: (803) 609-4172
Email: lynn.fralick@spirittelecom.com

Lesa R. Caldwell
Government Account Analyst
Office: (803) 726-4029
Pager: 803-612-3563 / 888-879-5267
Email: lesa.Caldwell@spirittelecom.com

Billy Solomon
Engineering Manager
Office: (803) 726-4085
Mobile: (803) 609-4126
Email: billy.Solomon@spirittelecom.com

BELLSOUTH STATE OF SOUTH CAROLINA ACCOUNT TEAM

1600 Williams Street, Ste 3600
Columbia, SC 29201
(803) 401-4488
(800) 922-5430
Fax (803) 401-4468

Dan Sisson – Area Vice President
Office Phone: 803-401-4424
Email: dan.sisson@bellsouth.com

Pamela Lackey – Director, Governmental Relations
Office Phone: 803-401-2207
Email: pamela.lackey@bellsouth.com

Rich Boyle – Sales Manager
Office Phone: 803-401-4421
E-mail: richard.boyle@bellsouth.com

Beth Shull – Account Manager
Office Phone: 803-401-4463
Email: beth.shull@bellsouth.com

Richie Eisenman – Account Manager
Office Phone: 803-401-4428
Email: richie.eisenman@bellsouth.com

Robin Olds – Account Manager /Higher Ed
Office Phone: 803-401-4438
Email: robin.olds@bellsouth.com

Trish Lockaby – Network Sales Engineer
Office Phone: 803-401-4433
 Email: trish.lockaby@bellsouth.com

Wayne Whittle – Network Sales Engineer
Office Phone: 803-401-4484
 Email: wayne.whittle@bellsouth.com

Dean Hyatt – Solutions Seller
Office Phone: 803-401-4429
Email: dean.hyatt@bellsouth.com

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